

March 24, 2008

John Rennels
A Plus Lawn & Landscape Inc.
309 Sunset Drive
Lawrenceburg, KY 40342

Dear Mr. Rennels,

I wanted to take this time to say "Thank You" for your prompt service and excellent work for Integra Bank for during the winter season. Whenever the weather was about to change I would receive a phone call or e-mail from yourself letting me know of the changing conditions and what you were going to do to proactively keep our parking lots and sidewalks clear. This allowed me to have piece of mind concerning the safe entry and exiting of the customers and co-workers at both Integra Bank locations. Your quick response and proactive de-icing and salt prep kept our parking lots and sidewalks cleared. In the retail business it is crucial that you treat your customers with respect and keep them informed, which you did both greatly. You kept many probable accidents to a minimum with your swift and precise snow removal.

I look forward to working with you in the future and again, "Thank You" for all of your service to Integra Bank this past year.

Sincerely,

Orbrey Gritton
Integra Bank
Lawrenceburg Main & Bypass